Public friendly administration

2598. DR. MURLI MANOHAR JOSHI:
SHRI RAJ MOHINDER SINGH MAJITHA:

Will the PRIME MINISTER be pleased to state:

(a) whether it is a fact that there is first and foremost need to make the administration active public friendly;

(b) if so, Government's reaction in this regard;

(c) whether it is also a fact that there is a need to make the administration available in the villages as last unit of administration and to make it public friendly;

(d) if so, whether Government have formulated any scheme on national level for this purpose; and

(e) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRI SURESH PACHOURI) : (a) to (e) The Government is fully aware of the need for administration to be citizen-friendly and responsive. A number of initiatives have been taken by the Government in this regard. These include e-Governance initiatives to make services available to citizens with a minimum of inconvenience, Citizen's Charters, grievance redressal mechanisms, and measures to promote accountability and efficiency.

Central Government has introduced a number of programmes to enable the smooth delivery of services at the State and District levels. These include decentralization of powers and resources to village/district level representative bodies and urban local bodies for designing and implementation of development programmes. Development programmes of the Government are to be evaluated keeping in view their impact on the lives of the common people. All Ministries and Departments have, therefore, been advised to evaluate periodically their programmes *vis-a-vis* their intended objectives, the quality of services delivered to the common-man and make suitable changes keeping in view the feedback received. The Citizens' Charter programme of the Government aims to bring citizens to the core of development programmes by identifying the services delivered

by each organization and benchmarking the quality of service rendered. Till date, 107 Citizens' Charters have been drawn up at the Central level and 629 at the State level.

Cadre Management of Central Secretariat Services

2599. SHRI DHARAM PAL SABHARWAL: Will the PRIME MINISTER be pleased to state:

(a) whether on 3rd October, 2003 Government had decided, *inter-alia,* to centralise the cadre of CSS from Grade of Assistant to Director and to operate the management of the cadre by the CS Division in DOPT;

(b) if so, the details of the action taken in this regard;

(c) whether it is a fact that, necessary Gazette Notification for transfer of cadre management of CSS from EO Office to CS Division has not been made;

(d) if so, the reasons therefor; and

(e) by what time all Gazette Notifications concerning decisions, including amendment of Central Staffing Scheme, taken on 3rd October, 2003 would be carried out?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRI SURESH PACHOURI) : (a) to (d) In October, 2003, Government approved the restructuring of Central Secretariat Service (CSS) and it has, *inter-alia*, been decided that the cadre of CSS would be managed centrally by the CS Division of DOPT. Necessary orders in this regard have been issued vide order No. 21/1/ 2004-CS.I dated 20.4.2005.

(e) Gazette notifications, wherever necessary, in respect of the Government decisions would require inter/intra departmental consultations and procedural/administrative exercises, which is a time consuming process.

CBI cases against Delhi Police officials

2600. SHRI ABU ASIM AZMI: Will the PRIME MINISTER be pleased to state:

(a) whether it is a fact that C.B.I. has recently, registered cases of disproportionate assets to the tune of several crores against Delhi based